

Three Rivers Hospital

Board of Commissioners Regular Meeting

January 26, 2016

Minutes

The Three Rivers Hospital Board of Commissioners called a regular meeting to order at 8:03 a.m. Tuesday, January 26, 2016 in the Hillcrest Commons Area, 415 Hospital Way, Brewster, WA 98812. The presiding officer was Vicki Orford, Chair.

A quorum was present, including:

Vicki Orford, Chair
Mike Pruett, Vice Chair
Tracy Shrable, Secretary
Cherri Thomas, Member (via video conference)

Others present:

J. Scott Graham, Chief Executive Officer
Melanie Neddo, Chief Operating Officer
Anita Fisk, Director of Human Resources
Jennifer Marshall, Administrative Assistant
Dr. John Maxwell, Radiologist
Nicky Markey, Director of Quality, Risk & Health Information
Tonya Vallance, DCOFD15 EMS Director
Sonia Ruiz, Med Staff Coordinator
Rebecca van Cleef, Randall and Hurley

Mission, Vision & Values

Board members took turns reading the mission, vision, and values statements.

Agenda

T. Shrable motioned and C. Thomas seconded to accept the agenda as official. Motion passed unanimously.

Minutes from the Previous Meeting

M. Pruett motioned and T. Shrable seconded to accept the December 15, 2015 regular meeting minutes as presented. Motion passed unanimously.

Consent Items

V. Orford noted the payroll and vouchers and read the bad debt and financial assistance figures as listed on the agenda. She read the med staff applications for Teri Michelsen, Dr. James Wallace, and Connie Miller.

1. Payroll/Vouchers
 - a. Payroll total:

Gross: \$698,856.07	Net: \$476,156.51	
12/6/15-12/19/15	Gross: \$233,049.29	Net: \$161,236.56
12/20/15-1/2/16	Gross: \$242,075.97	Net: \$162,833.71
1/3/16-1/16/16	Gross: \$223,730.81	Net: \$152,086.24
 - b. Vouchers total: \$1,393,378.28

12/17/15	77647-77710	\$78,255.96
12/23/15	77711-77762	\$304,072.18
12/20/15	77763-77769	\$34,608.33
1/7/16	77770-77861	\$476,829.23

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1/14/16 77862-77897 \$101,159.14

1/21/16 77898-77947 \$398,453.44

c. Bad Debt: \$40,057.87 Financial Assistance: \$26,552.08

T. Shrable motioned and M. Pruett seconded to approve the consent items as presented. Motion passed unanimously.

Community Health Report

V. Orford will sit down with Jennifer Marshall to develop a call list of community partners we could invite to board meetings. S. Graham suggested inviting someone from the new Accountable Communities of Health; Gretchen Aguilar is attending today's meeting in Omak.

Old Business

Commissioner Position No., 2 Candidates Update: V. Orford received some interest from a person living in Chelan County, a manager at Wells Fargo Bank. S. Graham said the state can't extend us a waiver to appoint a board member who lives outside of the hospital district. A board member must be a non-employee. M. Pruett spoke to a couple of people who declined, but since the busy holidays are over people might have renewed interest.

New Business

Retirement Benefits Presentation: Rebecca Van Cleef of Randall and Hurley explained the new IRS-required Pension Protection Act (see attached). All 401(K) plans are required to be restated every six years, and the deadline is coming up on April 30. A. Fisk recommended making this change for recruitment and retention purposes because it's more updated and comparable to other employers. S. Graham noted that this change is easier to understand than the old plan and it can encourage staff to participate. A. Fisk will send the resolution regarding the plan's trustees to R. Van Cleef. The board directed administration to move forward with making plan changes.

Dr. Maxwell asked if employees can borrow from their 401(K); yes, and some employees do take advantage of that.

Med Staff Bylaws, Rules and Regulations: V. Orford thinks it's nice that med staff took time to update their bylaws and regulations, and made them easier for laypeople to understand. The changes mostly were comprised of tightening of the language, at the advice of the hospital's attorney.

Dr. Maxwell asked why a consulting physician cannot be a member of just one hospital. The bylaws require a consulting physician to also have privileges at at least one more facility. S. Ruiz explained that physicians typically are already associated with another facility, and the hospital needs to know they are current in their credentials. V. Orford asked S. Ruiz to address this question at the next med staff meeting. S. Graham supports the bylaws as they stand but is in favor of getting clarification.

T. Shrable motioned to accept the bylaws, rules and regulations as presented. M. Pruett seconded but would like to note that the board has asked for clarification. Motion passed unanimously.

Regular Board Meeting Day Change: Administration asked the board to consider moving its regular board meeting day to the last Tuesday of the month. M. Pruett motioned accepting the recommendation to change the regular board meeting day from the fourth Tuesday of the month to the last Tuesday of the month as written in the board bylaws. C. Thomas seconded. Motion passed unanimously.

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2016 Board Committee Appointments: The board agreed to stick with their committee assignments. V. Orford will remain on the Caribou Trail Orthopedics board. T. Shrable and V. Orford will serve on the Finance Committee, M. Pruett on Building and Planning, and C. Thomas on Quality.

M. Pruett motioned to accept the committee appointments as stated. C. Thomas seconded. Motion passed unanimously.

2016 Organizational Chart: Administration proposed a new organizational chart. V. Orford thinks it's more streamlined. M. Pruett motioned and T. Shrable seconded to accept the 2016 organizational chart as presented. Motion passed unanimously.

Finance Report

None. The accounting department is working on closing the year 2015, and the hospital is in the midst of a DZA audit and a compliance audit with the state. Financials will be ready to present in February.

S. Graham thinks the board and administration will be happy with how the year ended. Technically, the year isn't closed until May when the cost report is filed. He anticipates Three Rivers will receive money back from the cost report.

Foundation Report

None. V. Orford and M. Pruett agreed to schedule a meeting with Dan Webster, with input from C. Thomas.

Physician Report

Dr. Maxwell discussed sharing supplies or services with another hospital, such as Chelan, rather than purchasing supplies that aren't often used. At V. Orford's request, S. Graham is starting discussions with LCCH to bring on Dr. Schkrohowsky. He's also working on bringing in two general surgeons from Omak. Dr. Maxwell is impressed with the local physicians and their dedication to the hospital.

Administration Report

V. Orford asked about the change in FTEs. S. Graham explained that the FTE count shows how many employees are actually working full-time depending on how volumes are. Staffing levels were more efficient in December than in November. A. Fisk added that some employees may have dropped from full-time to per diem positions. As of yesterday, warrants were at about \$1.6 million.

S. Graham summarized his report. In the new year staff is re-energizing the organization's Wildly Important Goals to provide the ideal patient experience and break even operationally. The hospital has received grant funding to train more staff on the lean methodology to eliminate waste. Administration is also working with Virginia Mason Medical Center to provide on-site lean training. Becoming more efficient will drive costs down, but that will negatively impact reimbursements. The hospital is working with the state and federal government to get a moratorium on that penalty while we implement lean and become operationally sound. This is an issue for hospitals nationwide.

An Executive Marketing Committee has been assembled to promote the hospital.

S. Graham is proud of how the staff has embraced the wellness program. The new Biggest Loser contest has drawn 26 participants who have collectively lost about 50 pounds so far. The Health and Wellness Team has used a grant to purchase a new TV and Blu-Ray player for the exercise room.

M. Neddo organized a visit recently to North Valley Hospital to see how the emergency department physicians use their documentation system and their processes in the ED and pharmacy. It was helpful

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to learn about their workflows to improve our own processes.

The quality dashboard in the administration report reflects the great care here. N. Markey noted that we receive more compliments than complaints. Patients have specifically complimented the dietary department and 24/7 physician staffing of the ER. M. Pruett encouraged the Executive Marketing Committee to find a way to share this feedback with the public. N. Markey noted that HIPAA rules prevent that, but a request for permission could be added to the feedback form.

Board Education

N. Markey presented a demo of the Quantros electronic event reporting system. She demonstrated how to report a safety event. Employees can also enter "near misses," which are also important to report because that gives us the opportunity to prevent an issue from becoming an event.

She showed the process for entering a patient complaint or compliment. She follows up with patients via letters and phone calls to determine if any actions can be taken to rectify their negative experience, or to at least apologize and let them know we're working on improving.

M. Pruett asked if there has been employee feedback on the new system. There was some initial concern among staff, but S. Graham thinks staff have been pleased that it doesn't take much time to complete the forms. M. Neddo said Quantros encourages all staff to be vigilant about safety and have a direct hand in helping improve our quality of care.

Public Comment

V. Orford thinks the lobby looks much more inviting. She acknowledged the staff's quality work.

Upcoming Meetings

V. Orford noted the meetings as listed on the agenda. She will ask C. Thomas to do board education in February if she'll be able to attend the meeting. M. Pruett asked for more presentations about hospital processes for board education. S. Graham suggested a presentation on Press Ganey in the future, or the new vascular ultrasound procedure one of the radiology techs has been trained to provide.

Adjournment

M. Pruett motioned to adjourn the meeting at 10:35 a.m. T. Shrable seconded. Motion passed unanimously.

Vicki Orford, Chair

Mike Pruett, Vice Chair

Tracy Shrable, Secretary

Cherri Thomas, Member